

STAFF INFORMATION SHEET Research study

Impact of hospital ward design on staff and patient experiences

We would like to invite you to take part in an independent research study. This research study is being carried out by health researchers from King's College, London and is looking at the impact of hospital ward design on staff and patient experiences.

Before you decide whether to take part you need to understand why the research is being carried out and what it would involve for you. Please take time to read the following information carefully. Talk to others about the study if you wish. Ask us if there is anything that is not clear or if you like more information; our contact details are at the end of this sheet.

Involvement in this research study is entirely voluntary and all data collected as part of the study will be treated as confidential. You are free to withdraw at any time without giving a reason.

What is the purpose of the study?

Increasingly, new hospital designs include greater ratios of single bedded accommodation and in some cases all single rooms. However, there is little evidence from the UK about the impact of different hospital ward designs on staff and patients. This research 'follows' four ward areas as they move to the new Tunbridge Wells Hospital at Pembury to explore how hospital design affects staff and patient experiences. It involves a two-stage 'before' and 'after' design, through which we hope to answer the following research questions:

What impact does hospital ward design have on:

- patient and carer experience and well-being?
- staff experience, well being and their ability to deliver effective and high quality care?
- staff work patterns?

Why have I been chosen?

Your ward area has been selected to take part in the study and we are asking all members of staff to participate in one or more ways.

Do I have to take part?

It is up to you to decide whether or not to take part. If you do decide to take part you will be given this information sheet to keep. If you decide to take part you are still free to withdraw at any time and without giving a reason. A decision to withdraw at any time, or a decision not to take part, will not affect your current or future employment in any way. Throughout all aspects of the research you have a right to:

- withdraw from the project at any time
- ask for material from any transcripts/notes that you believe is sensitive or identifying to be removed
- withhold information

What will happen to me if I do take part?

Taking part in the research will mean sharing your views on issues relating to staff working practices and staff and patient experiences before, and after, the move to the new hospital. You may be invited in take part in up to four different ways:

Observation/shadowing & pedometers

Observation of day-to-day activities and interactions in your department will be undertaken over several sessions. Observation involves a member of the research team shadowing a staff member for approximately five hours, to collect time-motion data. During observation sessions we will also invite all staff on shift to wear a pedometer so we can record how far staff walk in the new hospital. All notes and data collected will be anonymised. Patients and staff will be free to ask us to stop observing at any point.

Interviews

We will invite a smaller number of staff to be interviewed by a member of the research team. If invited and you agree to participate in an interview, this can take place at a time and location of your choosing, and a member of the research team will come to meet with you and talk to you informally for up to one hour. We would like to ask about your views about the impact of the physical environment on quality of care (and working practices and morale) and staff-patient interaction.

We would like to tape-record the interview that you take part in so we have an accurate record of what you tell us. The tape recordings will be transcribed, and anonymised. The recordings will be deleted after

transcription. The data will then be analysed by the research team.

With your permission, anonymised data (data which does not identify any one who has taken part) will be archived for up to five years after the end of the research, for use by other researchers for other purposes.

Reflexive photography

We are keen to capture visual records of the new wards at Tunbridge Wells Hospital. We would like this visual record to be created by staff, so that we can understand the physical environment of the ward as you see it. Some participants will therefore be invited to take part in a type of data collection known as 'reflexive photography'. If you take part in reflexive photography, we will ask you to take photographs of your ward and then discuss the photographs with a member of the research team during an interview. We will provide disposable cameras and arrange for the photographs to be developed. All data will be anonymised. If you agree to take part in reflexive photography, we will ask you to sign a consent and image release form.

Questionnaire survey

All staff in your department will be asked to complete a postal questionnaire survey. The questionnaire aims to collect snapshot data on nurses' workloads and working conditions and will seek your views on issues relating to your working environment and working practices, and your perceptions of patients' experiences. The questionnaire will take 20 minutes to complete. Returning a completed survey will indicate consent for this part of the study.

Are there any benefits in taking part?

There are no direct benefits to you as an individual. There will be benefits for Maidstone and Tunbridge Wells NHS Trust and other acute trusts because this study will provide evidence for future policy relating to hospital design.

It will help managers understand how staff can improve the way they work in different hospital environments. This is an important study because change in hospital design is likely to be an ongoing trend nationally, with many more hospitals with all single room accommodation likely to be built in the future.

This project is funded by the NHS National Institute for Health Research (NIHR) Health Services and Delivery Research Programme (HS&DR). It is led by the National Nursing Research Unit (NNRU) at King's College London. Full details about the project, including the project protocol, can be accessed via the NIHR HS&DR website: www.netscc.ac.uk/hhdr/projdetails.php?ref=10-1013-42

If you would like further information about this research please contact Professor Jill Maben (Chief Investigator), Director, National Nursing Research Unit (NNRU), Florence Nightingale School of Nursing and Midwifery, King's College London by telephone on [REDACTED] or email [REDACTED]

NNRU website: www.kcl.ac.uk/nursing/research/nnrnu/index.aspx

This research builds on an existing study (Phase 1), funded by the Engineering and Physical Sciences Research Council (EPSRC), via the Health and Care Infrastructure Research and Innovation Centre (HACIRIC) at Imperial College, London which has examined staff and patient experience in the old hospital buildings before the move to all single room accommodation.

We hope that this research will generate knowledge that will inform policy more widely in relation to future design, and ultimately improve the experiences of staff and patients.

Will my taking part in the study be kept confidential?

Involvement in this research study is entirely voluntary and your responses are completely confidential. All data and field notes will be given a code to ensure anonymity and stored in a locked filing cabinet or on a password protected computer secured against unauthorised access.

If you tell us something that indicates there is a risk of harm to yourself or someone else, then we will follow a 'disclosure protocol'. This involves seeking advice on whether we should disclose (tell a relevant agency or authority) about this risk.

Has this study been reviewed by an ethics committee?

All research undertaken by King's College London is considered by an independent group of people, called a Research Ethics Committee, to protect your interests. This study has been reviewed and given approval by King's College London Psychiatry, Nursing and Midwifery Research Ethics Sub-Committee (Ref no. PNM/09/10-30). The study has also been approved by your managers and by Maidstone and Tunbridge Wells NHS Trust Research & Development Department.

What will happen to the results of the research study?

Anonymous results from the study will be presented to key people within Maidstone & Tunbridge Wells NHS Trust. You will not be identified in any way. The final report will be submitted to the research funder (see below for details). You will be able to access the report via the internet.

The findings will also be published in academic journals and presented at professional and academic conferences. Anonymised extracts from the interviews may be used in publications arising from this research. Reports or papers resulting from the research will not identify any one who has taken part. The anonymised interview transcripts, with your permission, may be made available to other researchers and students for teaching / further research.

PATIENT INFORMATION SHEET

Research study

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Involvement in this research study is entirely voluntary and all data collected as part of the study will be treated as confidential. You are free to withdraw at any time without giving a reason and it will not affect your current or future care in any way.

Before you decide whether to take part you need to understand why the research is being carried out and what it would involve for you. Please take time to read the following information carefully. Talk to others about the study if you wish. Ask us if there is anything that is not clear or if you like more information; our contact details are at the end of this sheet.

What is the purpose of the study?

Hospital ward design is changing and we are undertaking this research in Maidstone and Tunbridge Wells NHS Trust to understand the ways in which different hospital ward designs influence staff working practices and ability to deliver high quality care and patients' experiences of care.

Why are you inviting me to take part?

You are being invited to take part because you have recently been an inpatient at the new Tunbridge Wells Hospital at Pembury. The ward you were on is one of four wards that we will be looking at in detail during the course of this research. We are very interested to hear the experiences of patients, and would like to ask you to share your experiences with us.

Do I have to take part?

No, it is completely up to you to decide whether or not to take part. If you decide to take part you are still free to withdraw at any time and without giving a reason. A decision to withdraw at any time, or a decision not to take part, will not affect your current or future treatment or care in any way. Throughout all aspects of the research you have a right to:

- withdraw from the project at any time
- choose not to share information with us

What will happen to me if I do take part?

Taking part in the research will involve an interview with a member of the research team. We will come to meet with you and talk to you informally for about an hour. During the interview we will ask you about your experiences as an in-patient, for example what it was like for you staying on the ward.

The interview can take place at a time that is convenient for you, either in your home, or in a meeting room at the hospital if you would prefer. If you would like a carer or friend to be at the interview, just let us know. We will reimburse you for any travel expenses.

We would like to tape-record the interview so we have an accurate record of what you tell

us. The tape recording will be transcribed, and anonymised. The recording will be deleted after transcription. The data will then be analysed by the research team.

With your permission, anonymised data (data which does not identify any one who has taken part) will be archived for up to six years after the end of the research, for use by other researchers for other purposes.

We will ask you to sign a consent form agreeing to take part in the interview.

Are there benefits in taking part?

There are no direct benefits to you as an individual. There will be benefits for Maidstone and Tunbridge Wells NHS Trust because this study will provide evidence for future policy relating to hospital design. It will help managers understand how staff can improve the way they work in different hospital environments. This is an important study because change in hospital design is likely to be an ongoing trend nationally, with more hospitals with all single room accommodation likely to be built in the future. We hope that this research will generate knowledge that will inform policy more widely in relation to future design, and ultimately improve the experiences of staff and patients.

Will my taking part in the study be kept confidential?

Involvement in this research study is entirely voluntary and your responses are completely confidential. All data will be given a code to ensure anonymity and stored in a locked filing cabinet or on a password protected computer secured against unauthorised access. No-one else will know you have taken part unless you choose to tell them.

This project is funded by the NHS National Institute for Health Research (NIHR) Health Services and Delivery Research Programme (HS&DR). It is led by the National Nursing Research Unit (NNRU) at King's College London. Full details about the project, including the project protocol, can be accessed via the NIHR HS&DR website: www.netscc.ac.uk/hedr/projdetails.php?ref=10-1013-42

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The findings will also be published in academic journals and presented at professional and academic conferences. Anonymised extracts from the interviews may be used in publications arising from this research. Reports or papers resulting from the research will not identify any one who has taken part. The anonymised interview transcripts, with your permission, may be made available to other researchers and students for teaching / further research.